



2015: A Year of Productivity

Early on in the fiscal year, the staff was tasked with executing more projects with less funding. True to form, they stepped up to the challenge and were able to achieve many outstanding accomplishments. Not only were they able to carry out several major projects and initiatives, they were also able to continue with the effective delivery of day-to-day services within the restraints of a tighter budget.

In order to gain a proper perspective, and to better perceive the City's progress, it is useful to look back over the past year at what has been achieved. That is the purpose of this report.

Finance/HR Department/Utility Administration

The Finance Department is comprised of the functions related to financial operations as well as human resource division and utility administration. The objective of the Financial Operations is to create and sustain an environment that maintains the resources of the City by developing and implementing financial policies and procedures related to revenues, expenditures and internal control. These procedures take into consideration the legal requirements established at the local level and including those required by the state and federal government.

The Human Resource Division is responsible for maintaining employee policies and processing payroll, benefits and other tasks related to the employees of the City. The policies established also must take into consideration the local, state and federal legal requirements.

Utility Administration controls the processing of individual utility bills for the citizens of the City. It monitors water usage, processes statements which contain billing for water, sewer, solid waste, and records individual payments.

For fiscal year ending September 30, 2014, the City again received an unqualified opinion on the financial position of governmental activities, business-type activities, and other fund information. This means that the City's financial position has been reported fairly in accordance with the accounting principles established for government organizations. Because the City received federal funds in excess of \$500,000, a single audit was required to determine compliance with the laws, regulation, contracts and applications of each grant or federal program. Based upon the findings, the audit firm determined that in all material respects, the City was in compliance.

The Finance Department, in conjunction with the City's financial advisor, was able to refinance a 2007 bond issue. The interest rate was reduced from 4.52% to 2.36% resulting in a total savings for the City of \$269,742. Assistance was also provided to the Olympia Hills Golf Course on its financing of new golf course equipment and golf carts.

The City has maintained a financial rating of AA+ and stable outlook assigned by Standard & Poor's Rating Services.

The Human Resource Division was busy incorporating the new requirements of the Affordable Care Act for City employees, as well as processing various reporting and monitoring requirements of the City.

Utility Administration continues to assist with water, sewer and trash services. This year, staff implemented a new bulk collection schedule and disseminated information on this program to Universal City citizens.

Fire Department

The Universal City Fire Department is committed to providing superior service to the members of the community and those who travel through it. This commitment is demonstrated through twenty-four-hour fire protection, emergency medical service (EMS) first response, Advanced Life Support (ALS), and fire prevention education.

Continuing education is the cornerstone of a successful firefighting and rescue operation. In 2015, firefighters and fire officers attended or instructed specialized training in areas such as leadership development, trench and high-angle rescue, hazardous material response, Pre-Hospital Trauma Life Support (PHTLS), and ALS. A collaborative effort with JBSA-Randolph provided the fire suppression staff with annual live fire training. In 2015, Captain Jesse Hubbard and Lieutenant Patrick Lewis received certificates for the Texas Commission on Fire Protection Fire Officer III/IV course. Lieutenant Manual Casarez completed his Bachelors of Science in Fire Science as well as a certificate of completion for the Texas Fire Chiefs Academy in Austin, Texas.



Fire Department apparatus and equipment are essential components of firefighting, rescue, and EMS operations. In 2015, a planning committee was formulated to facilitate the procurement of apparatus replacement. A new rescue unit was ordered for first response and is expected to be delivered before the end of the year. The committee is also diligently working on specifications for the purchase of a new fire engine to replace an engine that has exceeded twenty years of service to the community and the communities surrounding us.

Mutual aid agreements with area Fire Departments provide assistance during large-scale incidents that have to the potential to overwhelm the capabilities of a single department. In 2015, an open dialogue was initiated with our mutual aid partners regarding staffing discrepancies and safer operation practices.

October is National Fire Prevention Month. This year's theme was "Hear the Beep Where You Sleep". Each year the fire suppression unit visits local schools, daycares, and church organizations to teach the importance of fire safety to the young residents of the community. The Firefighters visit the four elementary schools and provides a live interactive production that includes clowns, music, and theatrical special effects. Nozzle the Clown (Retired Fire Captain Kent Howard) headlines the show and teaches about topics such as kitchen safety, stop drop and roll, crawling low in smoke, and much more.



The Universal City Professional Firefighters Association Local 4073 (UCPFFA) is dedicated to the needs of Universal City. This year, members of UCPFFA teamed up with local volunteers to organize several functions aimed at raising funds for the Burnout Fund. The Burnout Fund provides assistance to local families after fires occur in their homes. Firefighters Helping Families provides holiday meals and Christmas gifts to local families in need of assistance. This year's fundraisers included the semi-annual Pancake Breakfast, Fill the Stocking, and a golf tournament. Each event was very successful due to the unwavering support of our community.



Development Services

The office of Development Services includes the daily operation of the Building Department, Code Compliance, Stormwater, Floodplain Management, Geographic Information Systems, Economic Development, and Events. Additionally, the office works with four boards or commissions: the Universal City Industrial Development Corporation (UCIDC), the Planning & Zoning Commission, the Board of Appeals, and the Board of Adjustments.

Building Department

The Building and Inspections division of the department is responsible for issuance of building permits, construction plan review and inspections, to include occupancy inspections of new commercial buildings, as well as existing commercial structures.

This division also enforces the requirement for contractor's licenses relative to all phases of construction, including general contractor's licenses, home improvement licenses, electrical contractor's licenses and sign contractor's licenses. Registration of plumbers, irrigators, mechanical contractors, fire alarm, fire sprinkler and fire suppression installers is also overseen by the Building Department. The Department's significant activities are outlined below.

TOTAL INSPECTIONS:	12,986
New commercial construction projects:	8
Total valuation:	\$14,215,728
New residential construction projects:	67
Total valuation:	\$11,255,250
Commercial addition/remodel projects:	28
Total valuation:	\$1,266,913
Residential addition/remodel projects:	51
Total valuation:	\$319,203
Fences:	114
Total valuation:	\$307,719
Spa/Deck/Patios:	27
Total valuation:	\$143,273
Roofs:	235
Total valuation:	1,861,964

The Future Land Use Map and the Zoning Ordinance are tools used to develop a balance between the types of business that are necessary to create a dynamic business environment. Too much of one type of business can have a negative effect on other types of business uses. The Certificates of Occupancy are used to track the ebb and flow of business activity. Forty (40) Certificates of Occupancy were issued to businesses and fell into the following zoning uses:

Business Type	Amount
Professional Offices	10
Retail Shops	8
Restaurants	5
Personal Services	4
Personal Improvement	5
Auto-Related	3
Indoor Entertainment	1
Multi-Family Residence	0
Commercial Day Care	1
Church Facilities	3
Healthcare Office	0
Storage Facility	0

Health

Health Officials promote public health by conducting environmental health inspections and related activities for settings such as food service establishments, schools and day cares, and public swimming pools to name a few. Their work includes determining compliance with the Public Health Law, and State and Local Sanitary Codes. Health Officials prepare reports that cite violations, document deficiencies, and recommend improvements. They also respond to public health nuisances and complaints. The goal is to achieve an environment that is centered on the health, safety, comfort, and well-being of humans.

In April 2015, a full-time Health Official joined the City staff. Her skills and expertise were quickly put to use with an overhaul of health inspection policies and procedures. First, all Universal City food establishments were categorized based on a risk factor. Risk factors include the hazards associated with the particular foods that are prepared/stored, the type of operation, the number of people served and whether the population served is a highly susceptible population. Food establishments ranked as Risk Factor "3" is inspected 3x a year, risk factor "2" is twice and risk factor "1" is once a year.

Second, the Texas Food Establishment Rules were adopted and an educational campaign was put together to inform food handling establishments and employees on the new regulations, self-assessment checklists, and safe food handling practices. Finally, the demerit system was changed to a grading system to better inform consumers of the level of safe food handling and storage in the facility, as well as the overall cleanliness of the establishment.

Below are the food establishment and pool inspections conducted since April 2015:

142 Routine Food Establishment Inspections
125 Follow ups/Reinspections on Routines and Complaints
16 Food Complaint Inspections
11 Temporary Events Inseptions
20 Certificate of Occupancy Inspections
10 Foster Care Inspections
305 Food Manager and Food Handler cards processed
20 Routine Pool Inspections
25 Pool Follow ups/Reinspections on Routines and Complaints
10 Pool/Apartment Complex related Complaints

[Planning & Zoning/Board of Adjustments](#)

The members of the Planning & Zoning Commission are appointed and charged with recommending to City Council the boundaries of the various zoning districts and appropriate regulations to be enforced therein, as well as considering requests for zone changes, conditional use permits, and subdivision plats. Modest amendments to the Future Land Use Map were made during 2015 including the City's Extra Territorial Jurisdiction (ETJ). One zone change was authorized and three conditional use permits were approved. Finally, three commercial properties and two residential properties were platted or replated during 2015.

The members of Board of Adjustments are appointed by the City Council as well. The Board hears and rules on appeals from enforcement of and special exceptions to the Zoning Ordinance, and authorizes variances from that Zoning Ordinance when not contrary to the public interest. In 2015, six variance requests were heard, two were approved and four were denied by the Board.

The members of the Board of Adjustments also serve on the Board of Appeals. The Board of Appeals renders decisions on properties that are in violation of the uniform property construction and maintenance codes. In 2015, The Board of Appeals rendered decisions on 10 property maintenance cases within the City.

[Storm Water](#)

The Universal City Storm Water Program remains one of the most mature and active programs for small MS4 cities in Texas, and has made great strides in the past year. All of the program's goals and workflows are focused on compliance with Environmental Protection Agency (EPA) and Texas Commission on Environmental Quality (TCEQ) regulations. Working with a consultant, the City recently completed the preparation of a new Storm Water Management Plan for the current permit term (2013-2017). The Storm Water staff regularly inspects construction sites for potential storm water pollution and tracks pollution management activities such as street sweeping and the City's annual stream clean up event. To educate the community, articles regarding storm water pollution have been published in the City newsletter, and on the City's website. In addition, household hazardous waste/cleanup events are held twice annually, and a hotline is maintained to receive citizen complaints regarding illicit discharges within the City. City employees are also trained on environmental good housekeeping practices and the inspection of City facilities is performed to ensure compliance with these policies.

[Floodplain Administration](#)

Federal regulations created by FEMA place the burden for floodplain management on local communities. The local floodplain administrator works as FEMA's representative to ensure that the community complies with the law, and helps citizens and businesses navigate FEMA regulations. In 2015, the City performed major tasks in the realm of floodplain management. Floodplain Management staff worked diligently to meet all of the state and federal permitting requirements needed for the construction of an upcoming residential development. This includes U.S. Army Corps of Engineers (USACE) Section 404 permitting, TCEQ Water Rights permitting, Texas Parks and Wildlife (TPW) Sand and Gravel permitting, TPW Natural Resources permitting, U.S. Fish and Wildlife Service (USFWS) Endangered Species Act permitting, and Texas Historical Commission (THC) antiquities permitting.

[Geographic Information Systems](#)

A geographic information system (GIS) is a system designed to capture, store, manipulate, analyze, manage, and present all types of geographically referenced information. In the simplest terms, GIS is the merging of cartography, statistical analysis, and database technology. In Universal City, GIS is routinely used in zoning, granting variances and issuing conditional use permits, as well as

identifying the location of water and sewer lines, fire hydrants, manholes, and the like. The information is used to create maps or other cartographic products for day-to-day activities and is paramount to working with new businesses and developers interested in the City. Universal City now has the capability of producing maps internally without going to a consultant, resulting in hundreds, if not thousands, of dollars in savings for the City.

In 2015, several projects related to improving the City's GIS capabilities were implemented. One ongoing project being worked on is to get accurate locations for surface utility features such as manholes, valves, water meters, hydrants, blowoffs, and such. City staff have been working with a consultant to use survey grade GPS to locate and map the features. GIS was also used to recreate the flatwork specification diagram for the Development Services Department. It was a great improvement over the existing diagram.

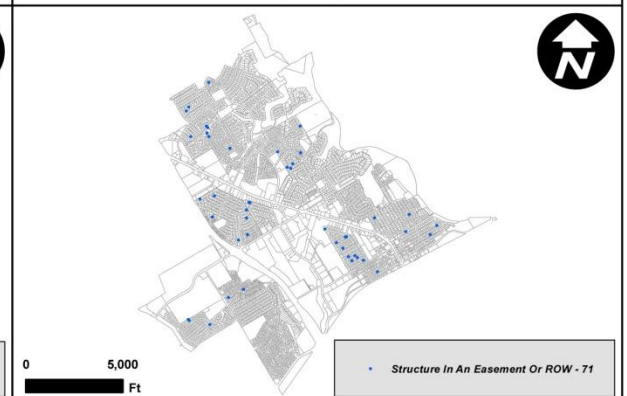
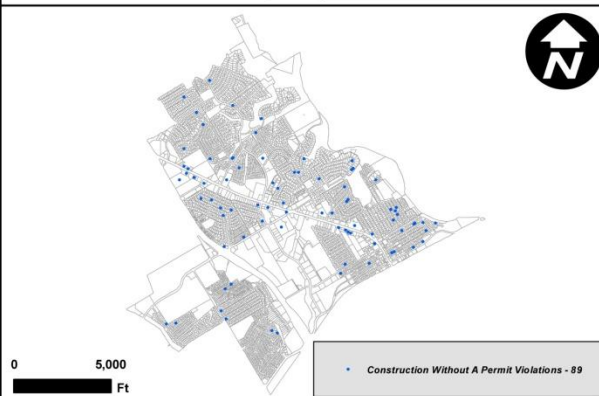
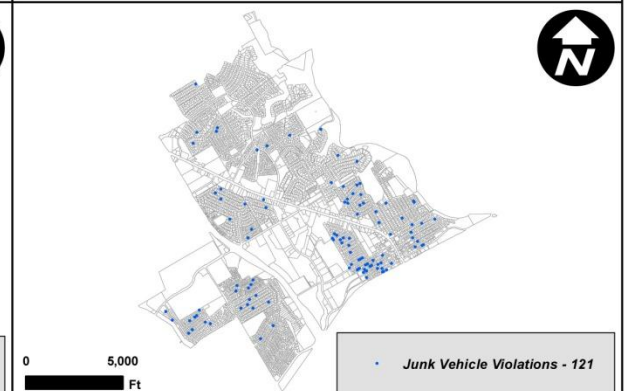
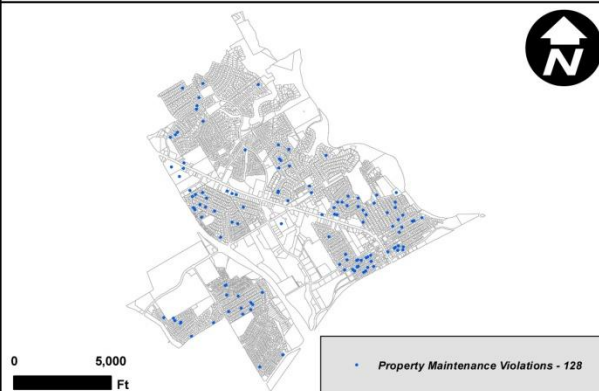
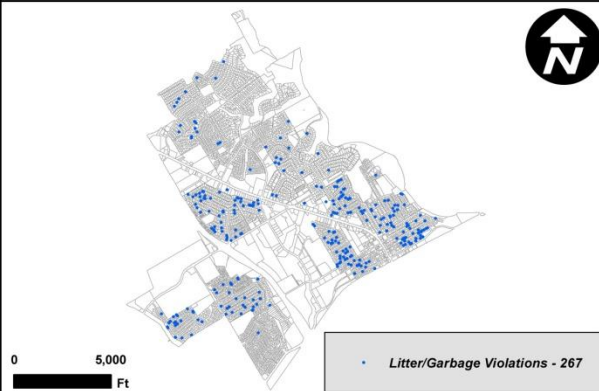
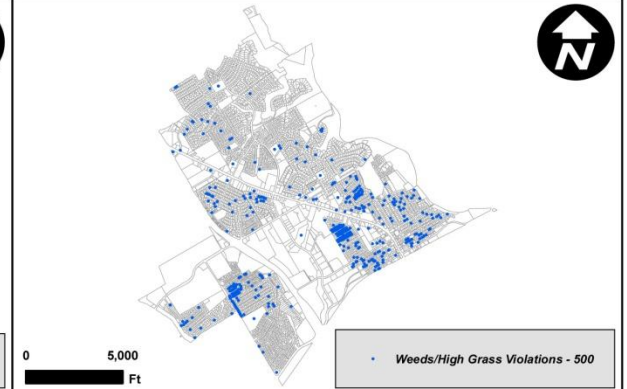
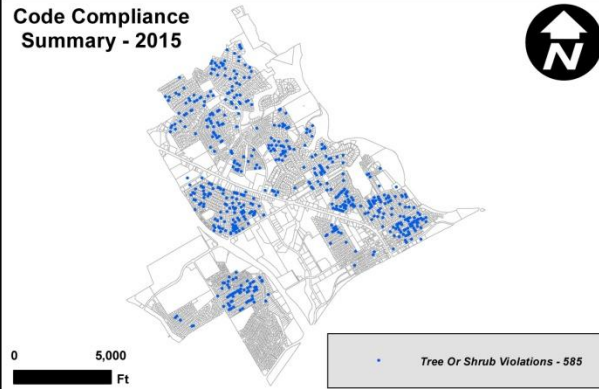
[Code Compliance/Property Maintenance](#)

Code Compliance works closely with residents and business owners to ensure that property within the City is properly maintained, and that it does not detract from the aesthetics of the neighborhoods or commercial districts. Since safety within the City is paramount, the Codes Officer works closely with the Building Official to ensure that each structure meets minimum safety requirements. The desired result is to provide a safe environment and inspire pride in the community.

Addressing code compliance and property maintenance issues with the public requires tact and diplomacy. Citizens or business owners are notified of the violation through courtesy phone calls, face-to-face conversations, code enforcement door hangers, and staff business cards. Fortunately, most citizens are appreciative of the gentle reminder or notification process and take corrective action in the time allotted. However, in some cases, a firm written warning is necessary. If repeated written warnings are issued with little or no effort by the property owner, a citation is issued. In 2015, seventy-four citations to appear in Municipal Court were warranted.

The code issues that the City deals with are not unlike most communities--alleyways, easements, outside storage, overhanging trees, high weeds/grass, junk vehicles and parking on front lawns. Trees, shrubs, and high weeds and grass were predominant issues during 2015, making up fifty percent of the code cases. Additionally, staff was able to remove 515 bandit signs during the year. The map on the following page is a pictorial of the top eight code compliance efforts and the areas where the tasks were completed throughout the year.

**Code Compliance
Summary - 2015**



Economic Development

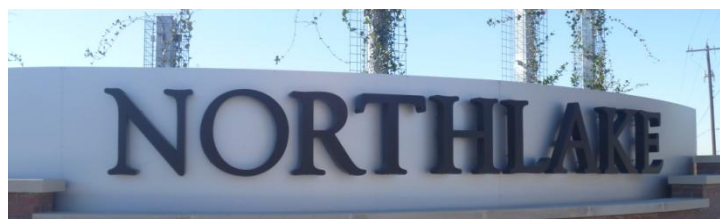
The Universal City Industrial Development Corporation (UCIDC) Board continues to carry out sustained and concerted actions that promote the standard of living and economic health of Universal City.

For 2015, the Board accelerated its economic development incentive program to capitalize on post-recession development activity. The UCIDC invested \$262,703 which netted approximately \$2,967,799 of capital improvements in the Universal City business environs. The following table provides an insight to the private and public investment, and the types of retail businesses that have been established or improved in Universal City.

Address	UCIDC Investment	Private Investment	Retail Establishment	Scope of Work
310 Kitty Hawk	41,600	\$70,500	Kitty Hawk Garden Event Center	Interior & Exterior Remodel, Signage
1718 Pat Booker	9,107	18,241	Texas Trophies	Exterior Remodel & Signage
912 Coronado	4,000	5,265	9-Round	Signage
916 Coronado	7,196	7,196	Olympia Hills Family Dental	Signage
2041 UC Blvd	800	1,597	Hands N Harmony	Signage
13525 Centerbrook	155,000	2,700,000	Olympia Surgery Center	Interior & Exterior Remodel
512 Bowie	45,000	165,000		Interior & Exterior Remodel

Other significant projects conducted by the IDC included the transfer of 3.351 acres of land on IH 35 for the future site of a hotel. The UCIDC commissioned a hotel consultant to market the property and is currently entertaining several offers for the land from private developers. The UCIDC also approved expenditures for the reconstruction of Gibbs Sprawl Road and the patch and repair of Universal City Blvd in the Northlake Business Park.

Rounding out the year, the UCIDC approved up to \$25,000 for a study to upgrade the traffic signal systems along Kitty Hawk Road to ensure that all are compatible as this emerging business corridor comes to fruition.



Events

City-sponsored events are meant to provide family-oriented entertainment and recreation and, promote community pride, as well as showcase the values of Universal City to area residents and businesses. To that end, the event staff worked diligently to market and produce quality events in 2015.

Annual America's Armed Forces River Parade

The City gained exposure throughout San Antonio and the military community as a Silver sponsor of the 4th Annual America's Armed Forces River Parade held on the Riverwalk. The parade was televised in the San Antonio area as well as several markets throughout the country.



Heroes Walk

In 2015, the Heroes Walk centered around a new memorial area built at Red Horse Park. Participants gathered at the memorial site for a brief dedication ceremony, walked the renamed "Heroes Walk Path" at Red Horse Park and enjoyed refreshments.



Movies In The Park

Movies in the Park continues to entertain over 5,000 people throughout the summer. Each showing featured a family friendly activity before the show which drew in crowds ranging from 800-1500 at each showing. Local businesses, Cricket Wireless and Bahama Bucks, took advantage of the crowds and sponsored Movies in the Park.



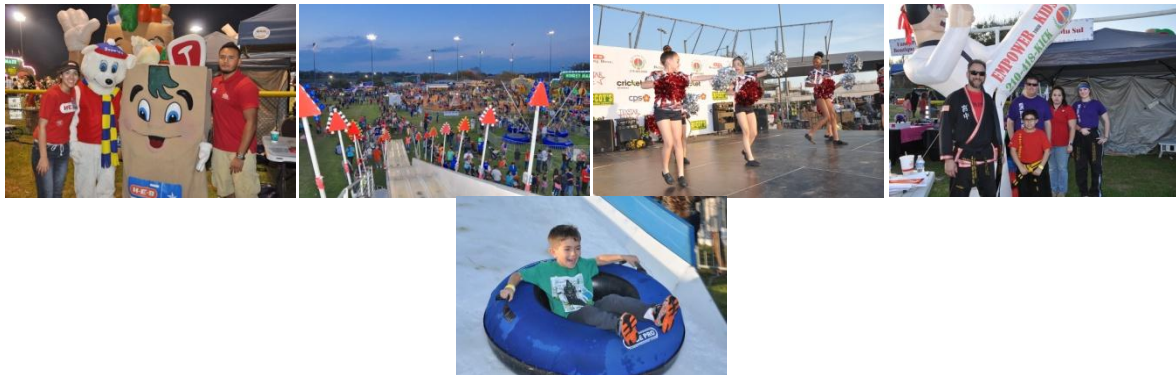
Roamin' the Hills of Olympia 5K Toga Run



This was the first year for the Toga Run which was held at the Olympia Hills Golf Course in the evening. Over 120 participants ran through the neon lit golf course in toga themed costumes and enjoyed Greek themed refreshments after the race. Special Olympics Texas was the beneficiary of a generous donation raised with the registration fees.

Snowfest

Snowfest saw its greatest attendance in 2015 bringing in over 8,000 adults and children. Additions to Snowfest included several talented acts on the entertainment stage and additional rides and activities. Both were very popular and will return in 2016.



Veterans Day Parade



The Veterans Day Parade continues to run with one of the largest lineups in the past few years. Over 50 parade registrants walked down Pat Booker to participate in the oldest running parade in the area.

Tree Lighting Ceremony

Rounding out the calendar year was the new Tree Lighting Ceremony. Hundreds filled the field next to City Hall to partake in the Christmas tree light up, play in the snow, climb the snow mountain, ride the train, and take a picture with Santa. Local businesses, A&A Plumbing, Bahama Bucks, Four Kings, HEB, Ray's Pizza, and Green Grooming showed their support and sponsored the tree lighting. Three local elementary school choirs filled the event with festive holiday music. Light refreshments were also served. In coordination with the UCIDC, Christmas decorations were revived and displayed throughout the City which generated numerous compliments from residents and businesses.



Marketing and Promotions

The Event Coordinator works diligently throughout the year to provide advertisements and marketing material that reflect not only quality projects and programs, but the proficient efforts of the City on behalf of the residents and businesses.



Olympia Hills Golf Course & Event Center

Golf Operations

Severe weather tried its best to push the Olympia Hills Maintenance Staff off course in 2015. The month of June started with ten inches of rain in a twenty-four hour period. The flooding that ensued brought out the best in the staff as they utilized their knowledge and skill to return the course back into its premiere condition.



Storm Flooding on #8 Fairway & Damage on #11 Green

The reputation of the Olympia Hills Golf Course was heightened with the attraction of several new golf tournaments held by corporations such as HEB, USAA, 7up / Snapple, Spaw Glass and Discount Tire.



Keeping golf on the minds of future generations, Olympia Hills hosted summer junior camps, local High School teams, Southern Texas PGA, and U.S. Kids Golf tournaments.

To assist in elevating the over-all golf experience, Olympia Hills added a new mobile app that affords the customer extra benefits while playing. The mobile app benefits include video flyover of each hole and GPS both which enhance the players' understanding of the course. While every golfer may not take advantage of the mobile app, all were appreciative of the new fleet of golf carts. Going into 2016, the golf staff is poised to safeguard the current reputation of Olympia Hills and looks forward to exceeding the expectations of all of its patrons.

FREE GPS!

DOWNLOAD OUR FREE MOBILE APP TODAY

Play in Monthly Challenges!

SEARCH FOR OLYMPIA HILLS GC IN THE APPLE APP STORE OR ANDROID MARKET

- Book Tee Times
- Keep Score & Track Stats
- Live Leaderboards
- Track Favorite Golf Games
- Order from the Bar & Grill

Food & Beverage Operations

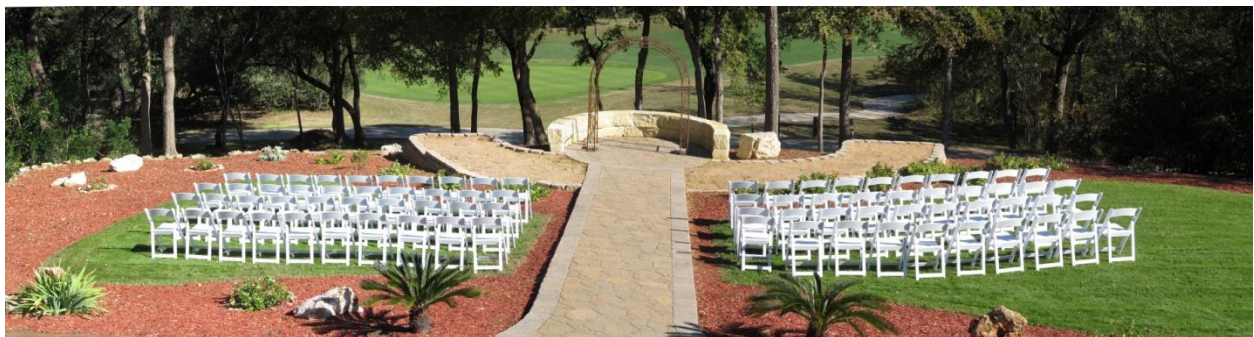
The Food and Beverage Department for Olympia Hills Golf Course and Event Center has had a monumental year! In 2015, the staff proudly booked and served a total of 190 events which includes thirty weddings and a large number of birthday parties, retirement functions, Quinceneras, Sweet 16 events, proms, graduation parties, holiday parties, a movie night, a Daddy Daughter Dance and a 5K Night Toga Run. Both Easter and Mother's Day Brunches were sellouts and received rave reviews.



The staff was diligent in its efforts to increase the facility's presence on social media through Facebook and Google virtual tours. The Google tour allows potential clients to take a virtual tour of the facility before they make a personal visit. Nearly 700 people are following Olympia Hills on Facebook at this time. Staff is working toward increasing the visibility of Olympia Hills in 2016 with Twitter and Instagram accounts. The staff hosted over 100 corporate events in 2015 and held two Open Houses.

Olympia Hills was listed as a 5 star vendor on WeddingWire.com and has been selected as a 2015 Bride Favorite in *San Antonio Weddings Magazine*. For improved outdoor service, a Cushman FS2 Beverage Cart was put into service on the golf course. Jenny Soth, a Food and Beverage attendant, won the title of 'Beverage Cart Attendant' of the Month in the South Texas magazine, *Avid Golfer*. Jenny was accompanied by Micah Hill who won the title of 'Bartender of the Month' for the same magazine.

Starting January 2016, Olympia Hills will be hosting weekly Sunday Brunches in the Bar and Grill. Additionally, for 2016, there are already nineteen weddings and numerous corporate events that have been booked. These events, along with the increased social media marketing presence, will do much to increase the visibility and profitability of Olympia Hills.



Public Works Department

The office of the Director of Public Works directs the daily operation of the General Services, Parks, Utilities Water/Wastewater, Animal Care and Control and Vehicle Maintenance Divisions.

The Department secured \$208,575 in grant funds from the Community Development Block Grant (CDBG) for phase ten of the Parkview Estates Storm Drainage Project.

The Department ordered 30 acre-feet of Edwards Aquifer water rights for permanent acquisition.

The Public Works Department purchased a 2015 Chevrolet Silverado pickup to replace the current 2006 Ford pickup.

Two hazardous household waste collections were held which resulted in the collection of 276 tires, 880 gallons of latex paint, 550 gallons of oil based paint, 88 car batteries, 172 televisions, 30 computers, 370 gallons of motor oil, 52 gallons of antifreeze and 162 fluorescent light tubes.

General Services & Parks Divisions

The General Services and Parks Division of Public Works oversees the day-to-day activities of street maintenance and roadwork, and ongoing improvement in the City's various parks.



Streets

Interstate Barricades and Markings Company was hired to restripe designated streets throughout the City. The sign maintenance program continued with the replacement of all street name and regulatory signs in the Cimarron Subdivision.



The General Services Division purchased a 2015 Chevrolet Silverado pickup to replace the current 1999 Chevrolet pickup.

[Parks](#)

The 2015 Snow Fest was a great success with an estimated attendance of 10,000. Three carnival rides were added to the usual lineup and there was a wide variety of food and merchandise vendors.



The play structure at Northview Park was removed and relocated to make room for the new library. In addition, phase I of the Northview Park walking trail rehabilitation project was started. This will include the removal of the current red cinder material on the trail and replacing it with concrete.

Security camera systems were purchased and installed at all parks throughout the City.

[Vehicle Maintenance](#)

In 2015, the Vehicle Maintenance Division continued its ongoing mission of effectively and expeditiously maintaining over 200 pieces of equipment and vehicles from various City departments. The Division also established a State inspection Station at the vehicle maintenance building. The establishment of the inspection station will save the City money and time by not having to take vehicles to an outside vendor.

[Animal Care & Control](#)

The Universal City Animal Care & Control staff continued to enforce the City's animal control ordinances and promote licensing of pets.

During 2015, staff impounded 425 dogs and 325 cats in addition to 23 owner surrendered dogs and 27 owner-surrendered cats. A significant number of animals were returned to their owners: 183 dogs and 17 cats. Adoptions included 165 dogs and 97 cats, while transfers to other shelters included 32 dogs and 23 cats. Licensing of pets within the City included 1,656 dogs and 340 cats.

A new 2015 Chevrolet van was purchased to replace the existing 2000 Chevrolet Animal Control Van.

Animal Control Officers also performed community outreach at local schools educating students about responsible pet ownership, as well as speaking with pet owners about City animal control ordinances. UCACC, along with Universal City Animal Hospital, organized and hosted low-cost rabies vaccination, microchip and licensing clinics.

Utilities Division

The Utilities Division is responsible for storage, distribution, treatment and testing of the City's water supply. In 2015, the Division continued making improvements to the City's water system, focusing on the importance of water system activities to enhance fire protection and protect the public drinking water supply.



In 2015, the City was awarded the Best Tasting Water Award by the Texas Water Utilities Association. This allowed the City to compete in the American Water Works Association Texas Chapter in which the City won first place again.

The City was then invited to the American Water Works Association Annual Conference in Anaheim, California to compete for the national title. This pitted Universal City against some of the biggest cities in the United States. Even though the competition was stiff, the City walked away with second place in the best tasting water competition.

The Utilities Division extended its reuse water line to Cimarron Park as well as the future City park in the Kitty Hawk Subdivision.



Library

The Universal City Library provides information, services, reference materials, collections, databases and electronic resources to the community at large. The Library is operated through the work of Library staff, community volunteers, and Friends of the UC Library.

In the fall of 2014, the Library moved to its temporary space, located at 401 W. Byrd. The Library opened its doors in the temporary site December, 2014. During 2015, Library and City staff worked with Marmon Mok Architects to design a new facility. In October 2015, a contract was awarded to the Sabinal Group to construct a new Library. Site work began in November 2015.



In the temporary site, the Library has limited staff and hours. However, the Library does continue to provide assistance in research, computers, and various projects. In addition, the Library staff and volunteers have been able to offer full use of Library materials as well as computer use, printing, faxing and wi-fi.

The Library continued Senior Social Days every Tuesday for local senior citizens. The programs include puzzles, games, crafts, bingo, trivia, healthy lifestyle discussions, and exercise classes.

The 2015 summer reading program encouraged youth to continue their reading throughout the summer. The Library hosted a summer reading kick-off, an end-of-summer celebration, as well as a weekly story time. During the 2015 Summer Reading program, there were 33 registered readers who turned in reading logs totaling 27,000+ minutes spent reading a book!



The Library staff also initiated three new programs during 2015. The first new program was Paws for Pages. The Library Director and her dog, Skylar, were certified as a therapy dog team. Skylar comes to the Library once a week. During the summer of 2015, there was a designated reading time for the Paws for Pages program in which there was a group story time and one-on-one reading time with Skylar for the children.

Another new program initiated was the summer concert series. The Library hosted a weekly live music series during July of 2015. Various local musicians performed on the lawn adjacent to the Library facility. This free program attracted 229 people throughout the month of July.



The Library also started a weekly crafting program called Sit 'n' Stitch. Local crafters come together with their projects for an hour to enjoy community and crafting.

The Library collected \$1087.65 in total fees with \$681.70 from printing and fax fees.

Over forty volunteers provided 2,350 hours manning the circulation desk, cataloging materials and providing assistance in daily activities and special events. The Friends of the UC Library participated in The Big Give SA and hosted two book sales during 2015.

There were 8,240 Library visitors in 2015, and 10,551 items were circulated. The Library computers were used 2,396 times. There were 884 e-books downloaded, 220 audio books downloaded and 2 streaming videos utilized through the Lone Star Digital Library Overdrive Consortium. In addition, the Library offers a variety of electronic research databases, as well as online continuing education courses, homework assistance, and language learning. All of these electronic resources, in-house resources and assistance as well as public programs are FREE to the public.

Municipal Court

Court staff steadily and efficiently processed close to 9,000 citations in 2015 and closed over 3,000 outstanding warrants. A new clerk was hired and trained and all clerks continued to work toward their next level of State certification.

Legislative updates were implemented and customer service was improved after a review of current Court processes. In an effort to improve the handling of some non-traffic violations, the Court expanded its Behavior Modification Program. When appropriate, a Behavior Modification Program class may be ordered in place of a fine with the intent to change the underlying behavior and hopefully avoid future offenses of the same nature. Working with the online vendor, the Court staff customized a Behavior Modification Program specific to Universal City Municipal Court to make the process user friendly. Later, the Behavior Modification Program was expanded to include theft, assault, fighting, disorderly conduct, and tobacco and drug use violations.

Court staff and judges increased their community involvement with outreach safety messages for the public. Informational signs were placed and various items handed out, stressing the importance of seatbelt use, the detriments of impaired driving, the use of electronic devices while driving, and other safety issues. Staff members attended Movie in the Park to educate children about safety at railroad tracks. Staff also attended the National Night Out event to pass out educational books and other items to the citizens in attendance. Court staff encouraged other City employees to participate in the Prevent Child Abuse campaign. In support of the statewide awareness program, the Court and other staff members wore a blue PCA t-shirt to work and other events. Blue pinwheels with the message "Every Child Matters" were handed out to the public and signage at City Hall relayed the message to the public at large. In conjunction with the National Highway Traffic Safety Administration Heatstroke Campaign 2015, staff created posters on the dangers and statistics of children left unattended in hot vehicles in an effort to create awareness.

The Municipal Court Judge and staff gave a presentation to the Universal City Citizens Police Academy Alumni Association (UCPAAA) to provide an overview of how municipal courts operate. An extensive question and answer session helped to convey the purpose of a municipal court and how it contributes to the overall safety of citizens. The UCPAAA members passed through the Court security system and into the courtroom for a session on actual Court proceedings.

Police Department

The Universal City Police Department is committed to excellence in law enforcement and is dedicated to the people, traditions and diversity of Universal City in order to protect life and property, prevent crime and reduce the fear of crime.

2015 marked the 20th anniversary of National Night Out in Universal City. The campaign to promote safety was revised from using caravans for block party visits to holding a City-wide event at the park. The centralized location gave citizens more opportunity to meet with Police Department personnel to discuss issues and initiatives to keep the neighborhoods safe. For its 2014 National Night Out campaign, the Police Department placed 10th in the State for community involvement. The Blue Santa program celebrated its 9th consecutive year of serving families in need in the Universal City community.

The Universal City Police Department is blessed to have business and residents that are supportive of its ongoing efforts to keep Universal City safe. During National Police Week, local businesses and organization honored the police force with cards, pictures and notes of appreciation. Also during the year, the UC First Baptist Church donated a \$500 IHop gift card which was set aside for needy families in the community. The Universal City Police Academy Alumni Association (UCPAAA) donated \$5,000 and the HEB Corporation donated \$2,500. Funds from both of those organizations were used to purchase non-budgeted police equipment.

Protecting and serving the public is a round-the-clock vocation. During the year, Universal City Police handled 37,875 calls for service and the dispatchers answered approximately 10,000 emergency calls. The Police Detectives were proactive and effective in clearing nearly sixty-five percent (65%) of all offenses investigated. The Police Administrative Staff processed 1,570 alarm permits and assisted in processing approximately 3,059 warrants.

Police staffing changed with the retirement of Sergeant August Fisher who retired from Law Enforcement after 20 years of service, spending 11 years of honorable service with the Universal City Police Department. The Police Department began enforcement of the ordinance prohibiting the use of hand held devices while operating a motor vehicle. The Department's annual Citizens Police Academy recognized seventeen graduates in 2015.

Conclusion

Although 2015 was a very productive year for the City, and a progressive one in many ways, the work of building upon past accomplishments will continue in to the New Year and well beyond in an effort to provide citizens with the highest level of municipal services and quality of community life within the means available. The task for Council and staff is to keep cost of services affordable while managing the future growth and sustainability of the City.

